



Avaya one-X™ Deskphone SIP Call Center Agent 9608, 9611G, 9621G, and 9641G

Display icons

Agent Status line display icons

What you see on the Agent Status line of the telephone display screen depends on what you are doing at the time (your agent work mode) and whether you are idle or have an active, held, or incoming call.

In the chart, ACD=Automatic Call Distribution; ACW=After Call Work; Auto=Auto-in; Aux=Auxiliary Work; DAC=Direct Agent Call; Man=Manual in; RC=Reason Code #.



* Note:

The 9611G, 9621G, and 9641G Deskphones display colored icons. The 9608 Deskphone displays black and white icons.

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man			You are ready to receive DAC or ACD calls.
Auto or Man	Incoming 		You have an incoming non-ACD or non-DAC call.
Auto or Man	Incoming-ACD 		You have an incoming ACD call.
Auto or Man	Incoming-DAC 		You have an incoming DAC call.
Auto or Man	On-ACD 		You are on an ACD call.

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man	On-ACD 		A DAC call is waiting in the queue while you are on an ACD call.
Auto or Man	On-DAC 		You are on a DAC call.
Auto or Man	On-DAC 		A DAC call is waiting in the queue while you are on a DAC call.
Auto or Man	Hold 		You have a non-ACD, non-DAC on hold.
Auto or Man	Hold 		A DAC call is waiting in the queue while you have a non-ACD, non-DAC on hold.
Auto or Man	On-ACD-Hold 		You have an ACD call on hold.
Auto or Man	On-ACD-Hold 		A DAC call is waiting in the queue while you have an ACD call on hold.
Auto or Man	On-DAC-Hold 		You have a DAC on hold.
Auto or Man	On-DAC-Hold 		A DAC call is waiting in the queue while you have a DAC on hold.
Auto or Man	Aux or Aux RC 		You are performing auxiliary work and not available to receive DAC or ACD calls. * Note: If you have just logged in as an agent, the work mode is blank.

Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
Auto or Man	Aux or Aux RC (RC if applicable)		A DAC call is waiting in the queue while you are performing auxiliary work and not available to receive DAC or ACD calls. * Note: If you have just logged in as an agent, the work mode is blank.
Auto or Man	ACW 		You are performing after call work and not available to receive DAC or ACD calls.
Auto or Man	ACW 		A DAC call is waiting in the queue while you are performing after call work and not available to receive DAC or ACD calls.
Auto or Man	On-ACD or On-DAC 	Aux Pend or Aux RC Pend 	You are active on a call, are switching into Aux mode, and have no incoming or pending calls.
Auto or Man	On-ACD or On-DAC 	Aux Pend or Aux RC Pend 	You are active on a call and a DAC call is waiting in the queue while you are switching into Aux mode.
Auto or Man	On-ACD or On-DAC 	ACW Pend 	You are active on a call, you are switching into ACW mode, and have no incoming or pending calls.
Auto or Man	On-ACD or On-DAC 	ACW Pend 	You are active on a call and a DAC call is waiting in the queue while you are switching into ACW mode.










Agent Work Mode shows	Agent Status shows	Icon area shows	What this means:
	On-DAC	 	














Call Center Deskphone icons










Call Center-related icons

What you see on the Deskphone display depends on the features that are provisioned for your Deskphone.

Note: The 9608 Deskphone displays black and white icons.

Icon	Icon name	Where shown	Description
 	After Call Work	Agent Status line	The Deskphone displays this icon when you activate ACW. Use this state when you are performing any after-call-related work, such as filling in paperwork after an ACD call.
 	Pending ACW	Top Line	The Deskphone displays this icon when you activate ACW when you are active on a call.
 	Aux Work	Agent Status line	The Deskphone displays this icon when you activate Aux Work. Enter this state when you are performing non-ACD activities such as taking a break, or placing an outgoing call. You may need to enter a Reason Code for entering the Aux Work state if this requirement is configured by your system administrator.
 	Pending Aux	Top Line	The Deskphone displays this icon when you activate Aux Work while you are active on a call.
	Available	Agent Status line	You are available for any incoming call.

Icon	Icon name	Where shown	Description
			The Deskphone displays this icon when you are not active on a call, in ACW, or in Aux Work.
 	Pending Available	Top Line	The Deskphone displays this icon when you are changing your state to Available from Aux Work or ACW and you are active on a call.
 	Forced Logout	Top Line	The Deskphone displays this icon when Forced Logout is active for your Agent ID.
 	Forced Logout Override	Top Line	The Deskphone displays this icon if you activate Forced Logout Override.
 	Pending Logout	Top Line	The Deskphone displays this icon if you press the Log Out button while you are active on a call or when the Forced Logout time arrives and you are active on an ACD call.
 	Alerting icon	Agent Status line	The Deskphone displays this icon when you receive an incoming call. When you receive an ACD or DAC call, the icon displays the respective text, ACD or DAC, horizontally beside the bell.
 	On call	Agent Status line	The Deskphone displays this icon when you are active on a call. When you receive an ACD or DAC call, the icon displays the respective text, ACD or DAC, horizontally. If you are active on an ACD call, the On ACD call icon is displayed, otherwise, the On non-ACD call icon is displayed.

Icon	Icon name	Where shown	Description
	Held call	Agent Status line	The Deskphone displays this icon when you have placed a call on hold. When you place an ACD or DAC call on hold, the icon displays the respective text, ACD or DAC, horizontally.
 	Queue Stats	Agent Info line	The Deskphone displays this icon when you activate Queue Stats. The clock icon appears before the oldest call time and the calls icon appears before the number of calls in the queue.
 	Time in Queue Threshold warning	Queue Stats feature button	The Deskphone displays this icon to indicate when the time threshold for the oldest call in the queue has been reached.
 	Call threshold warning	Queue Stats feature button	The Deskphone displays this icon when the number of calls in the queue has reached the maximum configured by your system administrator.
	UUI icon	Agent Status line	If an incoming call has UUI information, the UUI feature button lamp is solid. When you tap the feature, or press the button associated with this feature, the Deskphone displays this icon before the UUI information.
	Collected Digits Info	Agent Status line	If the incoming call has collected digits information, the Deskphone displays this icon before the digits. Collected digits are digits that the caller entered before reaching you.